

# Wisconsin ServicePoint Steering Committee

Meeting Minutes of April 14, 2005 (*The Women's Center – Waukesha*)

## **PRESENT:**

**Aubre Wellens** (*Shalom Center*); **Tanya Wagner** (BOH); **Adam Smith** (*Porchlight*); **Joana Hemschemeyer** (*Waukesha Housing Authority*); **Faith Holley-Beal** (*The Women's Center*); **Phil Wells** (BOH); **Vicki Berenson** (WCADV)

## **STATE ATTORNEY GENERAL'S OFFICE RULES ON DOMESTIC VIOLENCE AND HMIS**

The State Attorney General's Office has written a decision:

*"Therefore I conclude that a domestic violence agency that receives McKinney-Vento funds through ESG or supportive Housing grant programs may provide protected person information to its HMIS if, pursuant to s.895.67, if the agency obtains informed written consent for that disclosure of information. Affected domestic violence agencies should make reasonable good faith efforts to obtain such consents from their service recipients..... If a service recipient declines to provide consent, however, the s.895.67 prohibits an agency from providing protected personal information about the service recipient or other persons described in s.895.67 to local HMIS."*

The next step in the process is to work with HUD on its requirement for letters from State Attorney's offices and then submit the letter to HUD and wait for HUD's response. In the meantime, we will continue to work with DV agencies on ways to protect the personally identifiable information of their clients within HMIS.

## **REIMBURSEMENT FOR STEERING COMMITTEE ACTIVITY**

Starting with the next Steering Committee Meeting, all travel activity will be reimbursable at the current state rates.

These rates are as follows:

- ❖ **HOTEL** (\$62.00/night)
- ❖ **MILEAGE** (which we think is at \$.325/mile)
- ❖ **BREAKFAST** (up to \$9.00)
- ❖ **LUNCH** (up to \$10.00)
- ❖ **DINNER** (up to \$17.00)

You will have to pay for everything up front and submit a reimbursement to us after the fact. THE REIMBURSEMENT FORM AND FORMAT WILL BE DISCUSSED AT THE MEETING. Needless to say, keep your hotel receipts.

## **POSSIBLE ACTIVITIES FOR A PROVIDER GROUP ADMINISTRATOR:**

### **1. Project Management and Coordination**

#### **a. Increase Information Technology Capacity:**

PGA – For each partner agency, (1) assess HMIS capacity as it relates to Internet connectivity and computer hardware. (2) Make recommendations to each agency on how to improve their technology as it relates to WISP

BOH – (1) A form laying out recommended Internet capacity and hardware specifications will be provided. (2) Information on refurbished State computers and money for connectivity will also be provided.

#### **b. Develop, Implement, and Maintain HMIS Plans:**

PGA – For each partner agency, (1) assess current reporting needs within an agency to determine the best role for the HMIS, and (2) help develop a plan for improved and increased performance for programs currently entering data into HMIS and for the expansion of HMIS to programs that currently are not tracking their data in WISP.

#### **c. Work with the State of Wisconsin Bureau of Housing (BOH) to comply with HMIS requirements;**

PGA – Regularly schedule meetings via phone or in person, with staff from BOH to stay abreast of (1) current technical changes happening within the ServicePoint software, (2) current directives coming from HUD, and (3) of any special issues that might impact the PGA's partner agencies.

BOH – Train, educate, and support PGA on how-to-perform most functions in WISP. Offer desktop support and actual training sessions to PGA to ensure that each is kept up-to-date in their knowledge of the WISP software, HUD mandates and BOH expectations.

#### **d. Attend regularly scheduled meetings with the COC and their partner agencies.**

PGA – (1) Represent HMIS in these meetings to keep executive directors of partner agencies aware of what is happening both locally, state-wide and nationally on issues within HMIS that might affect their agency. (2) Work to build strong coalitions of agencies willing to share their data when they are

working within the same programs. (3) Promote the reporting capability of the HMIS. (4) Identify current homeless service organizations that are not currently participating in WISP and work toward bringing them into the system. (5) Report to BOH, opportunities for statewide involvement on local issues with HMIS where BOH intervention can significantly mitigate a system frustration or create efficiency.

**e. Work with other non-ServicePoint systems, Funders and Umbrella Organizations to Determine Feasibility of System Integration.**

*PGA* – (1) Identify other mandatory reporting tools or reports that partner agencies must also comply with and work with BOH and the other funders or umbrella groups to determine if the HMIS and its reports can adequately replace those other systems.

*BOH* – Give priority to custom reports that will replace the need for duplicate reporting effort within the partner agencies.

**2. Technical Assistance and Training**

**a. Arrange and Coordinate ServicePoint Training Sessions for new Users.**

*PGA* – (1) Either coordinate a location, a time and a class roster within that PGA community wherein staff from BOH can come in to train users locally or (2) post availability of and encourage attendance of trainings that are available through at the Department of Commerce. The type of trainings that are available either at the Department of Commerce or to be hosted locally are as follows:

- ✓ User Training
- ✓ Administrator Training
- ✓ Standard Report Training
- ✓ Custom Report Training

*BOH* – Offer regularly scheduled trainings at BOH or go off-site to PGA communities to offer trainings that have been set up by PGA's where there are at least 8 individuals who are to be trained.

**b. Provide desktop technology support to users with questions and problems**

*PGA* – (1) Answer questions about how-to-do certain operations within WISP (resetting passwords, creating an Entry / Exits, Providing a Service, Backdating, Case Notes, Duplicate client records etc.). Refer question that are outside the scope of the PGA's technical expertise or any perceived technical glitches to BOH.

*BOH* – Train, educate, and support PGA on how-to-perform most functions in WISP. Offer desktop support and actual training sessions to PGA to ensure that each is kept up-to date in their knowledge of the WISP software, HUD mandates and BOH expectations.

**c. Provide on-site assistance to ServicePoint users**

*PGA* – At the request of partner agencies, go to their work site to assess how they are currently incorporating WISP into their agency's workflow. (1) Make recommendation as to what could be done better. (2) Look for ways to have HMIS be a more integrated tool in the agency's daily operation. (3) Provide on-site training. (4) Review intake procedures as they relate to HMIS.

**d. Convene a regularly scheduled ServicePoint user group**

*PGA* – At least annually, convene a meeting of all the users within the PGA community, to discuss issues related to HMIS and the direction that the local community is taking in regard to sharing data and recording services. Answer general questions about the HMIS.

**3. Data Analysis**

**a. Generate standard reports and reports on service utilization and data quality;**

*PGA* – For each partner agency be able to run for them, assist them in running or refer them to BOH for the following types of reports.

**Standard Report**

- ✓ HUD-40118 APR
- ✓ Clients Served
- ✓ HUD- PATH
- ✓ Service Transactions

**Custom Reports / Report Writer**

- ✓ Universal Data Elements Completion
- ✓ Identify missing data from the Standard Reports

**b. Prepare and provide project activity, planning, research, and operational reports to the CoC;**

*PGA* – (1) Report on aggregate data within the partner agencies for special purposes by either creating the reports or referring the reporting needs to BOH. (2) Articulate to stakeholders what kinds of

information the HMIS can and cannot give them, and what changes in the HMIS would need to be made in order to get them the information that they are requesting.

**4. PGA Program Tracking**

**a. Document Time Spent Working with Partner Agencies:**

*PGA* – Implement record keeping and reporting systems that document work performed and progress made in meeting these accomplishments (e.g., create a file and tracking system for each ServicePoint/HMIS user to document and track on-site visits, training, help-desk calls, and monitoring).

**b. Compare HMIS Data Quality within a PGA's Community to HMIS Data Generally:**

*PGA* – Identify several data elements and measures of coverage in the partner agencies and compare the quality or prevalence to rest of the data in WISP.

*BOH* – Run the reports that track the identified elements and report to interested stakeholders the results of having a PGA.

**NEXT WISCONSIN SERVICEPOINT STEERING COMMITTEE MEETING**

- ❖ Host: Karen Smith – Western Dairyland
- ❖ Location: Eau Claire
- ❖ Date: Thursday – August 25, 2005